

K. Chad Burgess
Director & Deputy General Counsel
Dominion Energy Southeast Services, Inc.

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July 31, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Actions in Response to COVID-19
Docket No. 2020-106-A

Dear Ms. Boyd:

By Order No. 2020-228 dated March 18, 2020, issued in the above-referenced docket, the Public Service Commission of South Carolina ("Commission") has encouraged regulated utilities to provide the Commission and the South Carolina Office of Regulatory Staff ("ORS") with information concerning other actions that the utilities find necessary in addressing customer needs during the COVID-19 State of Emergency. The purpose of this letter is to inform the Commission and ORS that Dominion Energy South Carolina, Inc. ("DESC" or "the Company") is expanding its customer call center hours for non-emergency matters as described more fully below.

By letter dated March 23, 2020, DESC informed the Commission, among other things, that the Company was reducing its customer call center hours for the purpose of limiting interaction among the Company's employees in order to keep its call center employees healthy and able to fully perform their job duties. Beginning August 24, 2020, the Company will expand its customer call center hours to 7:00 a.m. to 6:00 p.m. For emergency services, DESC will continue to provide customer service twenty-fours a day, seven days a week. Likewise, for non-emergency services, the Company's customers will still have the ability to contact DESC at any time by visiting the Company's website at www.dominionenergy.com or by using the Company's mobile app on their smartphone device.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,

A handwritten signature in blue ink, appearing to read "K. Chad Burgess", written over a horizontal line.

K. Chad Burgess

KCB/kms

(Continued . . .)

cc: Alexander W. Knowles, Esquire
Becky Swearingen
Charles L.A. Terreni, Esquire
Frank R. Ellerbe III, Esquire
Carrie Grube-Lybarker, Esquire
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Roger P. Hall, Esquire
Samuel J. Wellborn, Esquire
(all via electronic mail only)